

This is an impressive document, reflecting the hard work and thought that has gone into it. It will need substantial proofreading, and some editing, but you know that.

I can see a few ways to improve it by addressing some areas that represent practical barriers to implementation:

- * Community Health Workers will need to be recruited and trained, with training programs to be set up now-there is appropriate reliance on this cadre, and recognition that it is not a present resource, but this could be strengthened.
- * Patient navigators will need to be recruited and trained. Some training programs are up and running now, and may need support.
- * Pharmacists will need training for the expanded role envisioned in the Report.
- * The concept of Community Health Board Cooperatives is a good one, but the how the local communities that would generate these entities is unclear.
- * Emphasis need to be given to the concept of Patient Responsibility for their care, such as monitoring of medications, reporting problems, using clinics rather than Emergency Departments. This may make or break the effort. It will require major attention to patient education.
- * Attention is given to discharge from hospitals, but Transitions of care also occur on admission as well as discharge from hospital, skilled nursing facility, rehabilitation or custodial facility. All need recognition as flash points for error and confusion, with human and IT needs.
- * A substantial infrastructure is envisioned-social workers, care coordinators, CHW's, patient navigators, supervisors and support staff. How are these personnel to be paid for?
- * It is becoming clear that a substantial cadre of transition and follow up personnel have already been deployed by clinics, FQHC's, insurers, IPA's and ACO's. They are duplicative, and do not communicate with one another. How are they to be integrated into the overarching effort?
- * The reliance on HIT for integration of all these efforts is clear, and a crucial underpinning, but the resources that will deliver on this need are unclear.

Again, congratulations on a remarkable piece of work.

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